

Working with Cisco Tech Support, Release 4.1.1

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New and changed information

The following table provides an overview of the significant changes up to this current release. The table does not provide an exhaustive list of all changes or of the new features up to this release.

Release Version	Feature	Description
Nexus Dashboard 4.1.1	Improved navigation and workflow for working with tech support	Beginning with Nexus Dashboard 4.1.1, the navigation and workflow for working with tech support in Nexus Dashboard has been enhanced.

Working with tech support

Tech support enables you to collect logs and activities in the system for further troubleshooting by Cisco TAC. Cisco Nexus Dashboard provides tech support collection and gives ability to download tech support for the whole cluster. Tech support files are hosted on the Cisco Nexus Dashboard and can be downloaded at any time.

These are the maximum number of tech supports that can be generated:

- 10 for a physical applicance, and
- 3 for virtual appliance.

To collect Tech Support information:

1. Collect Tech Support.
    a. From the main navigation menu, select **Admin > Tech support**.
    b. In the main pane, click **Collect Tech Support Files**.
2. In the **Collect Tech Support** window that opens, provide a name.
3. (Optional) Check the box next to the **Tech Support for the last 24 hours** field.
4. Click **Collect**.

    After you begin the tech support collection, you can see the progress in the same screen.

    If for any reason the tech support collection process fails, you can also obtain the same information by logging into each node as the rescue-user and running one of the acs techsupport collect commands. For more information about specific techsupport collect command options, see Useful Commands.

5. Download the tech support archive.

    After the collection is finished, you can download the archive by clicking the ellipsis (...) on an entry and choosing **Download all**. You can also download the archive by clicking on the entry in the **Nodes** column and clicking **Download all** in the drawer that appears.

If you want to delete an existing tech support package, click the ellipsis (...) on an entry and choose **Delete tech support**. You can also delete a tech support package by clicking the box next to an entry and clicking **Delete Selected Tech Support**.